

AMENDMENT TO THE CLAIMS

1. (currently amended) A computer-implemented method of collecting client contact data, comprising:

opening a client ticket session to create a client ticket;
supplying the client ticket with information; and
closing the client ticket session ~~after a predetermined time before a sale is executed~~, and once the client ticket session is closed, ~~precluding limiting~~ further alteration of the client ticket.

2. (original) The computer-implemented method of claim 1 wherein supplying the client ticket with information comprises:

providing client identification information to associate the client ticket with a client; and
associating an item with the client ticket.

3. (original) The computer-implemented method of claim 2, wherein supplying the client ticket with information further comprises:

associating a trade-in item with the client ticket.

4. (original) The computer-implemented method of claim 2, wherein associating an item with the client ticket comprises:

searching available inventory for an item desired by the client;
identifying the item; and
transferring information to the client ticket that pertains to the item.

5. (original) The computer-implemented method of claim 1, wherein before the client ticket session is closed, the method further comprises:

creating a deal based on the information recorded in the client ticket.

6. (original) The computer-implemented method of claim 1, wherein after the client ticket session is closed, the method further comprises:

prohibiting any creation of a deal based on the client ticket.

7. (original) The computer-implemented method of claim 1, wherein supplying the client ticket with information comprises:

utilizing a computer input device to manually provide information as prompted by a computer generated display.

8. (original) The computer-implemented method of claim 1, wherein supplying the client ticket with information comprises:

utilizing a computing device to review a client communication and automatically parse a relevant set of information to be transferred to the client ticket; and transferring the relevant set of information to the client ticket.

9. (original) The computer-implemented method of claim 1 further comprising an initial step of:

obtaining a qualified client contact which is characterized by an instance of interaction with a client that can reasonably be construed as a sale opportunity.

10. (original) The computer-implemented method of claim 9, wherein supplying the client ticket with information further comprises:

supplying the client ticket with information pertaining to

the qualified client contact.

11. (original) The computer-implemented method of claim 10, further comprising:

repeating said receiving, opening, supplying and closing steps for a plurality of additional qualified client contacts.

12. (original) The computer-implemented method of claim 11, further comprising:

storing within a database, for each client ticket session, an informational overview that generally archives a collection of events and input information that corresponds to an associated client ticket session.

13. (original) The computer-implemented method of claim 12, further comprising:

storing with each informational overview an indication of when the associated client ticket session was opened.

14. (original) The computer-implemented method of claim 1, further comprising:

storing within a database an informational overview of the client ticket session.

15. (original) The computer-implemented method of claim 14, wherein storing the informational overview of the client ticket session further comprises:

storing the informational overview of the client ticket session with an indication of when the client ticket session was opened.

16. (original) The computer-implemented method of claim 15,

further comprising:

repeating the steps such that a plurality of informational overviews are stored in the database with an indication of when an associated client ticket session was opened.

17. (currently amended) A computer readable data storage device storing computer implementable steps, which, when executed cause a computer to:

~~open, in response to a user input, a first client ticket session, thereby triggering creation of a first client ticket;~~
~~close the client ticket session;~~
~~open a second client ticket session, thereby triggering creation of a second client ticket; and~~
~~analyze data contained in the first client ticket relative to data contained in the second client ticket.~~
~~display a screen prompting the user to associate the client ticket to a client;~~
~~display a screen prompting the user to associate the client ticket to a product; and~~
~~close the client ticket session after a predetermined time, and once the client ticket session is closed, precluding further alteration of the client ticket.~~

18. (currently amended) A computer-implemented method of recording and tracking interactions between an automobile sales organization and one of its customers, the method comprising the steps of:

obtaining a qualified client contact which is characterized by an interaction between the automobile sales organization and the customer that can reasonably be construed as a sale opportunity;
opening a client ticket session to create a client ticket;

supplying the client ticket with information pertaining to the qualified client contact; and closing the client ticket session ~~after a predetermined time if a sale is not completed within a predetermined amount of time~~, and once the client ticket session is closed, ~~precluding limiting~~ further alteration of the client ticket.

19. (original) The computer-implemented method of claim 18, further comprising:

repeating said obtaining, opening, supplying and closing steps for a plurality of additional interactions between the automobile sales organization and the client.

20. (original) The computer-implemented method of claim 19, further comprising:

storing within a database, for each client ticket session, an informational overview that generally archives a collection of events and input information that corresponds to an associated client ticket session; and storing with each informational overview an indication of when the associated client ticket session was opened.

Claim 21 has been canceled with this amendment.

22. (new) A computer-implemented method for collecting client contact data, comprising:

generating, for a given client, a multiple client ticket history that represents a plurality of interactions between a sales organization and the given client.

23. (new) The method of claim 21, wherein generating a multiple

client ticket history comprises generating at least one client ticket that is associated with a client ticket session that is closed before a sale is executed.